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01235241 ORDER NO: AAD92-24906
**FACEWORK, POWER DISPLAYS, AND TRANSACTION ACTIVITIES IN A PUBLIC SERVICE
ENCOUNTER (SOCIAL TALK)**
Author: JAMES, TREVOR HOWARD
Degree: PH.D.
Year: 1992
Corporate Source/Institution: UNIVERSITY OF SOUTH CAROLINA (0202)
Source: VOLUME 53/04-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 1144. 352 PAGES

...their conversational contributions to the social talk done in these encounters.

The analysis of the *transaction* *sequence* *describes* the verbal and nonverbal activities to which participants attend in doing a transaction, and proposes an engagement model of focused actions which *customers* use to achieve their goals in retail transactional settings. In the proposed model, *customers* integrate the pragmatic/cultural knowledge they bring to the situation with organizational information provided by...

31/3,K/9 (Item 2 from file: 233)
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00342293 94MD04-001
OCIS: 15 years' experience with patient-centered computing
Enterline, John P; Lenhard, Raymond E; Blum, Bruce I; Majidi, Farideh
M
M.D. Computing , March 1, 1994 , v11 n2 p83-91, 9 Page(s)
ISSN: 0724-6811
Company Name: Johns Hopkins Hospital Oncology Center
Product Name: OCIS

... that patient information had to be organized according to the care continuum instead of a *series* of *specific* *events*. *Indicates* that other data, including administrative services, research systems, and financial detail, were added to the basic client database. States that the system uses an up-to-date client-server network. Explains the power in OCIS: operating 24 hours a day, seven days...

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03645712 GENUINE ARTICLE#: 453HX NO. REFERENCES: 24
TITLE: Reducing assortment: An attribute-based approach
AUTHOR(S): Boatwright P (REPRINT); Nunes JC
CORPORATE SOURCE: Carnegie Mellon Univ, Grad Sch Ind
Adm, Pittsburgh//PA/15213 (REPRINT); Carnegie Mellon Univ, Grad Sch Ind
Adm, Pittsburgh//PA/15213; Univ So Calif, Marshall Sch Business, Los
Angeles//CA/90089
JOURNAL: JOURNAL OF MARKETING, 2001, V65, N3 (JUL), P50-63
PUBLISHER: AMER MARKETING ASSOC, 3115 WACKER DR, STE 5800, CHICAGO, IL
60606-6629 USA
LANGUAGE: English DOCUMENT TYPE: Article
(ABSTRACT AVAILABLE)

ABSTRACT: Most supermarket categories are cluttered with *items*, or stockkeeping units (SKUs), that differ very little at the attribute level. Previous research has...

...how the cuts affect the available attributes or features of a category (e.g., the *number* of brands)-affected *purchase* behavior differently. The results *indicate* that consumers experienced divergent reactions to the reduction in sizes, but they uniformly welcomed the elimination of clutter brought on by the reduction in redundant *items*. In addition, of households that were loyal to a single brand, size, or brand-size...

...the previous research by showing that (1) category sales depend on the availability of key *product* and category attributes and (2) two particularly important attributes to consumers in an assortment are...

31/3,K/17 (Item 2 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

03758557 E.I. No: EIP93121144155

Title: Customer expectations, perceptions and satisfaction ... measurement methodologies

Author: Walsh, Joanne M.

Corporate Source: AT&T Bell Lab, Holmdel, NJ, USA

Conference Title: Proceedings of the 37th Annual Meeting the Human Factors and Ergonomics Society

Conference Location: Seattle, WA, USA Conference Date: 19931011-19931015

E.I. Conference No.: 19548

Source: Designing for Diversity Proceedings of the Human Factors and Ergonomics Society v 1 1993. Publ by Human Factors and Ergonomics Society, Inc., Santa Monica, CA, USA. p 432-434

Publication Year: 1993

CODEN: PHFSDQ ISSN: 0163-5182

Language: English

Abstract: This paper describes two interconnected methodologies for soliciting *customers*' expectations of suppliers (of *products* or services) and for measuring satisfaction against these expectations. The first of these procedures *identifies* *Key* *Purchase*/Evaluative Criteria and takes the form of a structured interview. It pursues the *customers* unaided spontaneous identification of the critical and essential attributes necessary to meet (or exceed) their expectations. The focus is on individual *customers*' operational definitions of these attributes and their view of importance. The second, Report Card methodology...

...this Report Card can be described as analogous to a Chinese menu with specific core *items* accompanied by key attributes and other customized *items* from which to choose. Both methodologies rate suppliers and the suppliers' competitors identified as such...

...the ratings of suppliers and against the maximum possible score. Results are presented in the *customers*' words and include a 'How to Think About This' interpretation that shapes recommendations. (Author abstract)

31/AA,AN,TI/1 (Item 1 from file: 35)
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01627715

PREDICTING READINESS-TO-PURCHASE BASED ON A CONSUMER'S ABILITY TO
DIFFERENTIATE AMONG ALTERNATIVES (PURCHASE DECISION, ATTITUDE, CHOICE)

31/AA,AN,TI/2 (Item 2 from file: 35)
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01348967

OPTIMAL RETAILER RESPONSE TO TRADE DEALING (PRICING)

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01235241

FACEWORK, POWER DISPLAYS, AND TRANSACTION ACTIVITIES IN A PUBLIC SERVICE
ENCOUNTER (SOCIAL TALK)

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01162697

A STUDY OF THE HEDONIC RESPONSES INVOLVED IN THE CONSUMPTION OF MUSIC
(CONSUMER BEHAVIOR)

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01158290

TEACHERS' LOCUS-OF-CONTROL AND THE ACADEMIC ACHIEVEMENT OF STUDENTS IN
SELECTED GEORGIA SCHOOLS

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EARNINGS ANNOUNCEMENT TIMELINESS AND INVESTOR WEALTH

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1007655

QUATERNARY GLACIAL, MARINE, AND SOIL DEVELOPMENTAL HISTORY OF THE
FORLANDSUND AREA, WESTERN SPITSBERGEN, SVALBARD (PLEISTOCENE, ARCTIC,
CLIMATE, GEOCHRONOLOGY, NORWAY)

31/AA,AN,TI/8 (Item 1 from file: 233)
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00421320 96TL04-003

My Make Believe Castle

31/AA,AN,TI/9 (Item 2 from file: 233)
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OCIS: 15 years' experience with patient-centered computing

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TITLE: Banc One, Scotiabank Root Out Card Fraud

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00099264

TITLE: New ATB for Windows: debugged and ready to go

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00074390

TITLE: Expo's top gun software

31/AA,AN,TI/13 (Item 1 from file: 7)
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TITLE: Reducing assortment: An attribute-based approach

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TITLE: R&D cooperation in a transaction cost perspective

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TITLE: ROBINSON-PATMAN ACT REGULATION OF INTRAENTERPRISE PRICING

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06198689

E.I. No: EIP02467202045

Title: Influence of initial gas mixture composition on the membrane
extraction of extra-pure hydrogen

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03758557

E.I. No: EIP93121144155

Title: Customer expectations, perceptions and satisfaction ...
measurement methodologies

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02285117

E.I. Monthly No: EI8707071380

Title: PREDICTING TRAVELCARD PURCHASE - STUDIES IN THE WEST MIDLANDS AND NOTTINGHAM.

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02009881

E.I. Monthly No: EI8608070130

Title: ON A MODEL OF HUMAN ASSOCIATIVE PROCESSOR - HASP.

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08400486

Title: A compilation of cellular transcription factor interactions with the HIV-1 LTR promoter

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07496582

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04352546

Title: THE INTRACELLULAR COMPONENT OF CELLULAR
3-(4,5-DIMETHYLTHIAZOL-2-YL)-2,5-DIPHENYLTETRAZOLIUM BROMIDE (MTT)
REDUCTION IS SPECIFICALLY INHIBITED BY BETA-AMYLOID PEPTIDES

31/AA,AN,TI/23 (Item 4 from file: 34)

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04066831

Title: EXTENSIVE INTERACTIONS OF PRP8 PROTEIN WITH THE 5' AND 3' SPLICE
SITES DURING SPLICING SUGGEST A ROLE IN STABILIZATION OF EXON ALIGNMENT
BY U5 SNRNA

31/AA,AN,TI/24 (Item 5 from file: 34)

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02516833

Title: NUCLEASE FOOTPRINTING OF HUMAN-IMMUNODEFICIENCY-VIRUS
REVERSE-TRANSCRIPTASE TRANSFER RNA(LYS-3) COMPLEXES

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04990898 JICST ACCESSION NUMBER: 01A0868887

Customer Lifetime Value in Banking Services.

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04911806 JICST ACCESSION NUMBER: 01A0688941
Warning and Signal. Inquired function of departure music.

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03163849 JICST ACCESSION NUMBER: 97A0577548
Investigation for A Data Mining in Molecular Biological Databases.